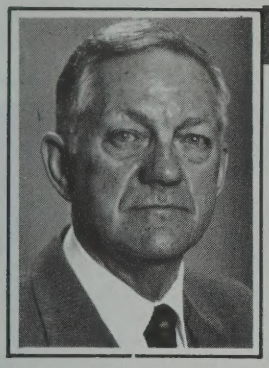
Motor Vehicle Services

TALE LITE

AUGUST 1990 VOL. 17 NO. 4 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

DIRECTOR'S MESSAGE



COL. PAGANO

The work load at the Division of Motor Vehicles has increased despite a significant loss of personnel and drastic cutbacks in operating hours. In July of this year, we met and served 1,081,351 New Jersey residents in need of our service. This means that despite the loss of personnel and operating hours, we have increased our activities, regardless of the anguish we have all experienced from a sometimes dissatisfied clientele and an often critical press.

It is encouraging to me personally when I recount each day and find that the complimentary letters far outstrip the reports of otherwise unpleasant meetings.

Although we have studied our operations time and again, I have recently commissioned an in-house study group to work in the agencies and stations to determine any change which may help in moving lines quicker and satisfying the public demands, which remain an awesome responsibility.

Comprised of MVS professionals, this study group will represent every discipline within the division. This *has* to be a cooperative effort because we are truly seeking ways to do a better job.

This study will in no way modify the request we have already made to the Governor for added help in order to get our work done. Simply put, budget cutbacks have hampered our ability to perform, and any combination of added resource and streamlining our operations will benefit everyone involved.

The study team is just getting underway as this issue of the *Tale Lite* goes to press, and I have instructed that the mission be accomplished within 30 working days. These activities will complement the Governor's Management Review Commission which is reviewing the operations of state government in total.

Self-examination is often more effective and easier to implement, but when joining these efforts toward a common goal, every member of this division will benefit in some way.

I know that the going has been tough these past few weeks and I shall continue to seek sorely needed resources, understanding that the fiscal problems facing the administration are onerous. Operating in tight fiscal times takes the cooperation of all, and while I am well aware of a number of abuses that have been heaped upon MVS employees, I still ask that you hold the line and perform the way you have since these problems first visited our division.

Keep up the good work.

Col. Clinton L. Pagano
Director

Motor Vehicles goes to the fair

Motor Vehicle Services went to the fair this month. The State Fair, that is. As part of the "Jersey Jubilee," MV joined other state government agencies in a special exhibit at the annual event.

As part of the fair's many indoor attractions, the Jersey Jubilee provided visitors with an overview of state government and offered handouts on the various programs and services available.

Held at the Garden State Racetrack in Cherry Hill, the fair was open from August 3 to August 12. MV people staffed the booth every day, answering questions from visitors and providing driver history look-ups on a special computer terminal set up just for the fair.

While Public Affairs people handed out publications like the commercial driver license flyer and driver manual, staff from the Deptford Regional Service Center and the Office of Special Assistance worked at the computer, calling up driving records.

Contributing to the success of Jersey Jubilee were from Special Assistance—Marie Darling and Shari Farrell; from the Deptford Regional Service Center—Jacqueline Flynn, Virginia Gale, Lillian Gaw, Joan Keenan, Gale Kohler, Melody Levinson, Pat Pierce, Kathy Pudelko, Maryann Smith and Betty Thompson; from Central Services—Mike Yarson; from the Warehouse—Dave Jaworski, Jerry Loncosky and Harold Neil; from Systems—Liz Fruscione, Ron Fuydal, Terry Jones and Don Matyas; and from Public Affairs—Edyth Hetman, Debbi Hutton, George Robinson and display coordinator Maureen Sczpanski.

New plates See page 3

On the road with internal awards

The Internal Awards Committee was on the road again in July to make presentations to MVS people cited for doing exceptional jobs.

• In the left photo, Col. Clinton L. Pagano, director, presents Linda Doolittle, supervisor of the Accident Reporting Unit in Driver Fitness and Control, with a silver pin and a certificate for outstanding job performance. She gave up her lunch hours to teach co-workers basic English, math and grammar so they would have a better chance of passing Civil Service tests. She was also cited for helping to clear up a backlog in her unit. Looking on are awards committee members Eleanor Kuhn (left) and Ann Marie Conroy, chairperson.

• In the photo on the right, Southern Regional Manager Roland Williams (right) was on hand to present a certificate for an act of human kindness and a silver pin to Franklin McArthur (center), safety specialist 2 at the Delanco Inspection Station. He directed traffic and comforted victims of an auto accident in front of the station in May. Receiving silver pins for helping McArthur at the accident scene were Charles Smith (to his right) and Vernon Johnson, safety specialists 2 at Delanco. Offering their congratulations are Richard Ditmar (left), supervisor 4, and Dominic Nami (second from right), supervisor 3.

Photos by George Robinson

APPLYING THE BRAKES

Congratulations to the following people who are retiring:

Peter F. Dimaira, safety specialist 1, after 37 years. He joined MVS in July 1953 as an examiner at the Union City Inspection Station, moving the following year to the Jersey City Station, where he worked until his retirement this month. He was a private inspection center (PIC) examiner from 1985 until 1987. He is active in the American Legion, Knights of Columbus and Holy Name Society.

* * *

Mafalda M. Boland, support services representative 2, after 11 years. She joined MVS in April 1979 and spent most of her career in the Auditing Section. She is interested in hospital volunteer work.

THE TALK AT MVS

Christina Becker, driver improvement analyst 2 in Court Liaison, has been appearing this summer in the role of Priswilla in the Glendale dinner theater production, "Who Killed the King of Rock & Roll?" The last show of the season will be September 8 at 7:30 p.m.

✓

Joseph Riscinti, acting supervisor of the Jersey City Inspection Station, celebrated his first wedding anniversary July 15 by presenting his wife, **Luz Marina,** with a dozen roses.

✓

Congratulations to **Mike Kornikowski,** safety specialist 2 at the Delanco Inspection Station, and his wife **Susan,** on the addition to their family, **Kristin,** born March 4.

✓

Safety Specialist 2 **Anthony B. Turner,** of the Jersey City Inspection Station, will be married September 8 to **Arlene Benson,** a pre-school teacher in East Orange.

Eleanor Kuhn, supervisor 2 in Revenue Administration/Cash Control, returned to work August 6 after a tour of Germany, Switzerland and Austria. A highlight of her trip was attending the Oberammergau's Passion Play, held once every 10 years in this german village.

✓

The Revenue Administration Section wishes "happy retirement" to four of its people whose combined MVS service totals 52 years. **Marie Kobylarz** (11 years), **Carol Frances** (seven years) and **Celia Gurewitz** (23 years) were from the Examining Unit, and **Maria Boland** (11 years) was from the Transaction Auditing Unit.

✓

Safety Specialist 2 **Al Roulette** of the Toms River Inspection Station was recently named Commandant of the Year by the Marine Corps League.

Al was also honored for having the "number one"—and largest—detachment in New Jersey.

Donald F. Henry named assistant director

Donald F. Henry has been named assistant director for driver control and regulatory affairs, succeeding Ed Lawler, who became chief of staff in June.

Don will oversee driver control and regulatory affairs operations. His area includes Business License Compliance, Surcharge, Medical Fitness, Driver Improvement, Court Liaison and Motor Carriers.

The 27-year MV veteran started with the division's Highway Patrol Bureau in 1963. When that unit was later moved to the State Police, he transferred along with it. He also spent 10 years with the Office of Highway Safety before moving to the bureaus of driver improvement and safety standards/driver testing.

Joining the Planning staff in 1986, he was a team leader for regulatory affairs as part of the STG process. Since passage of the Commercial Motor Vehicle Safety Act of 1986, Henry became the division's resident expert on what has become the massive commercial driver license (CDL) program.

With the division reorganization in 1988, he took over the Office of Special Projects.

He holds a master's degree from Rider College's program for administrators and a bachelor's degree in criminal justice and public administration from Trenton State College. He also completed a one-year certificate program at Northwestern University's Traffic Institute.

Donald F. Henry

Reflectorized license plates . . . here at last

New Jersey's long-awaited reflectorized license plate was unveiled this month. It's yellow across the top with hues that gradually lighten to an off-white at the bottom.

The black letters and numbers on the new plates will be embossed, or raised, while the words "New Jersey" (across the top of the plate) and "Garden State" (at the bottom) will be printed flat using the silk screen process. The small state silhouette used on our blue and buff plates will remain.

It will take about six years to phase in the new plates. The first reflectorized plates will be issued in early 1991 to motorists ordering new personalized or specialized plates. Later that year, agencies and regional service centers will begin to issue the plates with new registrations.

Motorists who want to keep their existing plate numbers may have them specially ordered for $10. Owners of personalized or vanity plates can either replace them in 1991 for $10, or wait and have them replaced free of charge later.

Visible from a distance of up to 900 yards, the reflectorized plates will make it easier for police officers to read and identify the owner of a vehicle. They'll also help prevent other cars from running into stalled or disabled vehicles on dark roads.

The new plates are financed through a 40-cent charge that is being added to each motorist's registration renewal for six years.

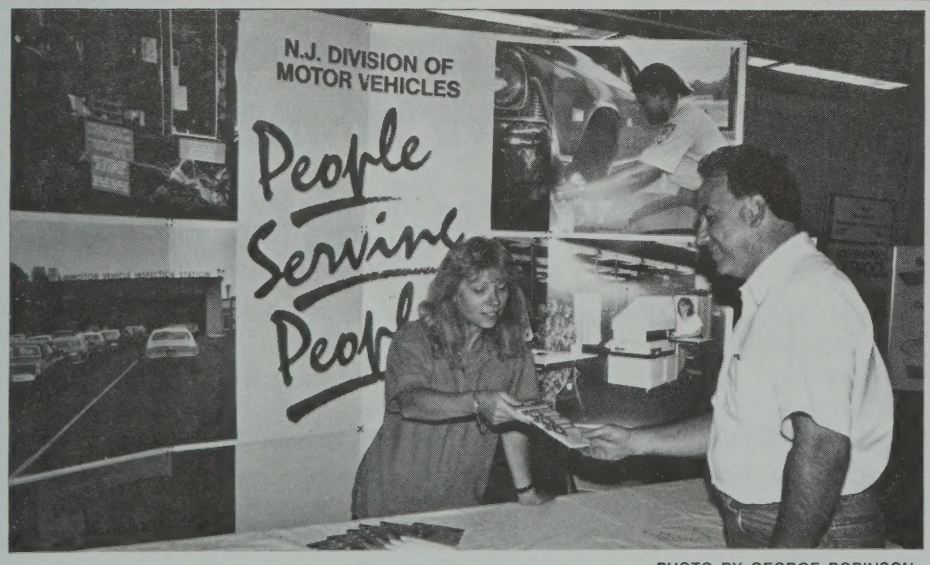


PHOTO BY GEORGE ROBINSON

***JERSEY JUBILEE**—Motor Vehicle Services had this booth at the New Jersey State Fair, August 3 to 12. Maureen Sczpanski, of the Public Affairs Office, hands literature to fair visitor John Cesaletti, of Clifton. Sczpanski was in charge of coordinating booth activities. The fair again was held at Garden State Racetrack. For details, see story on page 1.*

***RIBBON CUTTING**—Col. Clinton L. Pagano, director, gets help cutting the ribbon at the new Mays Landing Inspection Station last month from Assemblywoman Delores G. Cooper and Assemblyman Fred Scerni. The two-lane station off Route 40 in the Hamilton Township Industrial Park in Mays Landing will replace the Atlantic City Inspection Station on Wabash Avenue. The new station is expected to handle 125,000 inspections a year.*

Nichols acting manager of Wayne Regional

William Nichols has been named acting manager of the Wayne Regional Service Center.

Nichols joined Motor Vehicle Services in June 1987, and was assigned to the Driver Conferencing Section at the Deptford Regional Service Center as a senior driver improvement specialist. A driver improvement analyst 1 since 1988, he was made acting assistant manager of Deptford in August 1989.

He was sent to the Wayne center in April as a consultant in driver conferencing and became acting manager of the facility July 26, following the arrest of Ricoel Algarin, former site manager.

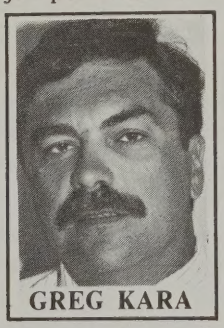
Before coming to MVS, Nichols was regional director of investigations for the U.S. Customs Service's New York Region.

A 1979 graduate of Charter Oak College in Hartford, CT, Nichols received his MBA degree from Pace University, New York City, in 1985. He and his wife, Christine, have four children. Gwen, Crystal, Myan and Rodney.

Meet EAS counselor Greg Kara

Greg Kara is the division's newest Employee Advisory Service (EAS) counselor with offices at MVS.

Kara, who came to MVS on July 16, will help employees and their families who are experiencing problems with job performance because of drug or alcohol abuse, compulsive gambling, family and marital conflicts, stress, depression, interpersonal conflicts, anxiety or AIDS.



GREG KARA

A 1986 graduate of Temple University with a master's degree in counseling psychology, Kara said he plans to start work on his doctorate this fall.

Before joining EAS in April, Kara worked for the Department of Labor, where he was a counselor to disabled veterans and the Division of Vocational Rehabilitation employees. He also has been a therapist in private practice in Cherry Hill and Vineland, dealing with combat-related stress and offering pre-marital and family counseling.

A resident of Pedricktown, in Salem County, he taught in the Ventnor school system after graduating from Trenton State College in 1972.

Kara's office hours at MVS are Mondays and Wednesdays from 8:30 a.m. to 4:30 p.m. on the ground floor of Nevius Voorhees, and Fridays from 8:30 a.m. to noon in Building 12A of Quakerbridge Plaza. Call 609-292-7445 to make an appointment.

Here's where we've moved

Units in the central office buildings are still on the move. To bring you up-to-date from where we left off in last month's *Tale Lite,* here's the latest on where everyone is now. Future moves will be printed as they take place.

Office	Contact Person/ Phone #	Building/Floor
Data Base Correction	Linda Warren, 2-7755	135 E. State, 3,4
Data Entry	Mary Weinmann, 2-4215	135 E. State, 2
Magistrate Fines	Beverly King, 2-6969	137 E. State, 5
Service of Process	Margaret Gryziewicz, 2-4458	137 E. State, 5
Security/Responsibility Accounting	Margaret Gryziewicz, 2-4675	137 E. State, 5
Transaction Auditing	Lilah Laslo, 4-2001	137 E. State, 5

Dress code . . . putting our best face forward

Look in the mirror. Do you present a professional image that is in keeping with our customer service orientation?

A dress code for all MVS people was adopted this month. Its purpose is to provide guidelines for employees to use when dressing for work.

The code recommends clothing that is clean, neat and appropriate for state business.

Some examples of unacceptable work clothing include T-shirts worn as outer garments; all sweat pants and sweat shirts; clothing with patches, rips and holes; all shorts and tube tops; cut-off, see-through, leotard or spandex clothing.

Other examples of inappropriate work attire are biker pants, clothing with offensive wording or graphics, non-uniform hats or caps worn inside buildings during customer transactions, thong sandals or flip flops, or slippers (unless they are necessary for medical reasons).

Clam diggers, culottes and split skirts are acceptable, but must be professionally appropriate, as determined by the supervisor.

Safety clothing must be worn when necessary. Maintenance, construction and warehouse workers or employees in related jobs should dress appropriately for the duties they perform.

PROFILE

Photo by George Robinson

Ann Marie Conroy

Coordinator, Revenue Administration

Job description: As coordinator, she's responsible for all payments received by mail for license and registration renewals, surcharge violations and dishonored checks. More than $1 million a day is deposited from these sources.

Joined MVS: September 1962 as a clerk in the former Records and Information Unit on the second floor of 25 S. Montgomery St.

Accomplishment: Chairperson since 1981 of the Internal Awards Committee. More than 130 awards have been given to employees since the committee started in 1980.

Favorite charity: Deborah Hospital Foundation. She's been a volunteer fund raiser in the Bordentown chapter for nine years.

Hobbies: "I enjoy music or reading, and some traveling."

Favorite book or film: "Gone With The Wind" and "anything written by Danielle Steele or Barbara Taylor Bradford."

Education: A 1950 graduate of Bradford Matthew Carlton Durfee High School in Fall River, MA, where she was born and raised not far from the home of Lizzie Borden.

Residence: Bordentown.

September is open enrollment for dental plan

September is open enrollment month for choosing your dental coverage plan or making a change in your current plan. MVS people can pick either the Prudential dental plan or a dental plan organization program.

Employees should compare dental plans because the benefits offered by the two types of coverages are not the same. Applications and more information about the plans are available from Employee Services, at 609-292-6161.

The telephone number on the Prudential plan claim form has been changed to 609-653-8876. It will be answered between 8 a.m. and 4 p.m.

* * *

Do you disagree with the amount of vacation, sick or administrative leave balances you have coming to you? Bring only discrepancies to your supervisor's attention. S/he then will contact the Personnel Office for the actual balances.

N. Plainfield driver test center opens

To help accommodate the large number of anticipated commercial driver license applicants, the North Plainfield Motor Vehicle Agency was turned into a driver testing center to serve motorists in Somerset County.

The agency, at 46 Watchung Ave., closed for two weeks while the driver testing center at the Plainfield Inspection Station was moved to the agency site.

The center, which opened August 20, gives written and vision tests for all licenses, including the new commercial driver license. Road tests are still given at the Plainfield Inspection Station.

Where there's smoke . . .

A new smoking policy is now in effect in all Motor Vehicle buildings.

Remember that smoking is *not* allowed in:

- elevators
- auditoriums
- conference rooms/classrooms
- meeting areas/work areas used by more than one person or open to the public
- group work areas
- libraries
- cafeterias (at least one third of the area)
- restrooms
- offices occupied by more than one employee
- other areas used by more than one employee or open to the public.

Smoking is allowed in:

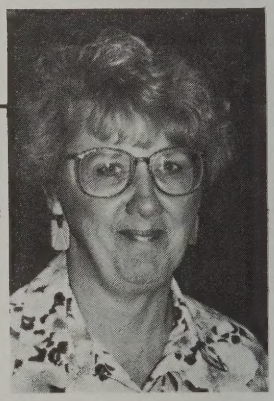
- entranceways and lobbies open to the public
- private offices occupied by only one person
- cafeterias (no more than two thirds of the area)

Please remember that this policy is the law and it should be respected by all MV people.

PEOPLE ARE TALKING

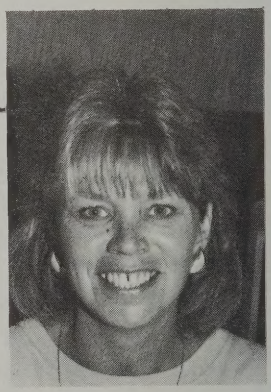
Question: What's the best movie you've seen this summer? We asked this question of MVS people at the Deptford Regional Service Center.

Kimberly Smith
Customer Service Representative 2
"I liked *Look Who's Talking* with Bruce Willis. I enjoy comedies and this one was funny and creative."



Diane Puhala
Support Services Representative 1
"*Rainman.* I thought the acting and the story were great. I like dramas."

Myrtle Gray
Customer Service Representative 4
"*Pretty Woman* was a tasteful movie and the acting was very good. Besides, I love Richard Gere."



Sharon Harding
Secretarial Assistant 3
"There haven't been any good movies out this summer. The last good film was *Driving Miss Daisy.*"

Mary Jane Downey
Support Services Representative
"*Whatever Happened to Baby Jane* was my favorite. That was many summers ago, but I just saw it."

Picnic scenes

Whether splashing in the pool, lounging in a lawn chair or having a bite to eat, the MVS summer spectacular picnic last month brought out our people for their day in the sun. Attendance figures show that 560 came to the affair at the Oak Tree Lodge in Neptune. Top right are Sandy Gagnon, and her son Joseph. Lower right are Evelyn Blue and her husband, Ross.

PHOTOS BY MAUREEN SCZPANSKI

Trivia quiz

Q.—Who named *Tale Lite?*

A.—Ed Ungrady, retired supervisor of the MVS warehouse, thought of the name *Tale Lite*. He was the winner of a 1973 contest to give the new employee newsletter a name, when the first issue was printed. Ungrady's idea was among more than 100 entries submitted.

A musician during the Big Band era, Ungrady played trumpet in the Army Band at Fort Dix during World War II, and later in local dance bands at the New Jersey shore.

Ungrady retired in 1988 after a 40-year career in state government, with 36 of those years spent at MVS.

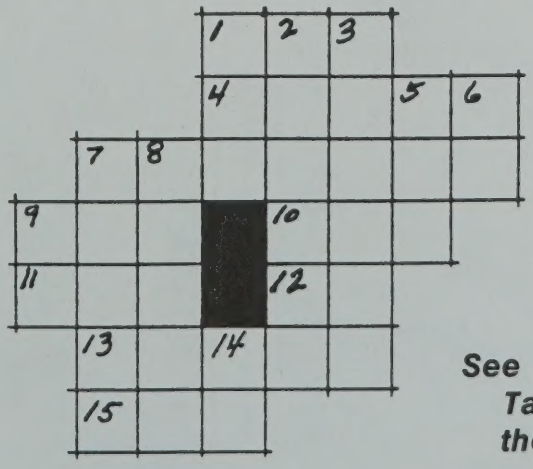
CROSSWORD

ACROSS

1. Director's title.
4. Don't drink and_____.
7. _____ the project on time.
9. _____-la.
10. Over (poetic).
11. Lend an_____.
12. Initials of Telephone Center manager.
13. Body joints.
15. Superlative suffix.

DOWN

1. Truck and bus drivers need this.
2. Bright bird or baseball player.
3. Cook them with onions.
5. Sisters Terese or Rose
6. Comparative suffix.
7. Duck.
8. _____ a reputation.
9. Initials of building maintenance supervisor.
14. Extraterrestrial.



See next month's Tale Lite for the answers.

Tell us what you want to see in *Tale Lite*

Calling all writers! *Tale Lite* is looking for you! We want people to contribute articles, ideas, even a paragraph on just about any subject . . . a favorite recipe, a hobby, a trip.

Remember, it's YOUR newsletter, so we're interested in what YOU do.

Contributions should be sent to *Tale Lite,* Public Affairs Office, CN 164, Trenton, NJ 08666. You can also call in your news tip at 609-292-8231.

Meanwhile, to help us print what you would like to see in the newsletter, please take a moment to fill out the following questionnaire. You can mail it to the same address.

Circle the feature or features you'd most like to see in *Tale Lite.* If we've left any out, add your own! And keep in mind that you're welcome to submit any of the following.

- Best or worst customer encounter
- Cartoon
- Crossword puzzle
- Hobby column
- Jokes
- Pet column
- Poems
- Polls
- Recipes
- Vacation pictures

Other?

MAILBAG

The following excerpts came from complimentary letters the division received.

Helpful . . .

(Sabrina Fowler, Telephone Center) didn't make me feel like just another strange voice at the other end of a telephone. She spoke to me in a calm, helpful way and didn't hang up to answer another call. . . . here was a public employee who really takes an interest in the public.

She certainly did make my day and gave me back my faith in Motor Vehicle Services.

Carol Baron-Michele
Forked River

Praise . . .

I cannot praise highly enough the people working at the Kilmer Inspection Station. When my car overheated, everyone I met (I know none of them by name) was sympathetic, kind and caring. They let me get water from a room on the side to fill up the radiator. It gave me a nice feeling to know that there are still people who care.

Marie Thompson
New Brunswick

Courtesy . . .

I observed a motorist (at the Trenton Regional Service Center) . . . who had difficulty with our language. (Two employees) who helped him displayed great tact and courtesy.

Paul L. Sutton
Trenton

Letter of thanks

The dinner at Cedar Gardens on June 22 was fun, exciting, emotional and truly memorable for me. I'll always cherish the sincere expressions of friendship and appreciation that occurred that night.

With my new array of plaques, resolutions, logos (and pot-hole patch!), my new office will be decorated with reminders of people and experiences at Motor Vehicles. In addition to my walls, my neck is resplendent with everyone's gift—a beautiful gold necklace.

When the necklace is admired, I answer proudly, "It's a gift from the people at Motor Vehicles."

Thanks to you all.

Christine R. Cox

Prompt . . .

Thanks to (Mariann Martelloni, Special Assistance) for her prompt attention . . . It's rare that one gets the kind of service that she provided.

Lou Chiafullo
Office of Administrative Law

Polite . . .

The Matawan Motor Vehicle Agency . . . was busy and hectic and I would not have been surprised to be told to come back another time. However, (Ann Pileggi and Jane Ryder) were polite and courteous; they succeeded in getting us a set of plates.

Captain Joseph Shaffery
Middletown Township Police

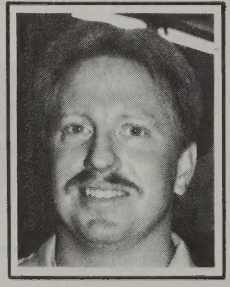
TALE LITE

State of New Jersey
Jim Florio, Governor

Department of Law and Public Safety
Robert J. Del Tufo
Attorney General

Motor Vehicle Services
Col. Clinton L. Pagano
Director

Tale Lite is printed monthly for people like Mike Kornikowski, safety specialist 2 at the Delanco Inspection Station, as a forum for information, ideas, comments and concerns.



Employees are invited to share their stories, opinions and anecdotes by calling 609-292-8231, by mailing them to the Public Affairs Office, CN 164, Trenton, NJ 08666, or by coming in person to the 7th floor, 25 S. Montgomery St.

Tale Lite Staff: Editor: George W. Robinson; Editorial Assistant: Maureen A. Sczpanski; Contributors: Edyth Hetman, Debbi Hutton; Editorial Consultant: H. Arthur Smith III; Public Affairs Office Manager: Patricia M. Summers. Printed by Jules Caruso and the staff of Motor Vehicle Services Print Shop.